



Leave of Absence FAQs

The purpose of this FAQ is to review some frequently asked questions that we may not cover in our other leaves & disability information. Most questions can be answered through the wealth of information available on our [Disability & Leaves](#) page in SoFi Central and our [Leave of Absence Microsite](#).

Disclaimer: If there is any difference between the FAQs and the leave policy, the policy governs.

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Compensation, Equity & Leaves

Q: Will my bonus be prorated?

A: For most leaves, your bonus will be prorated. If you are on a leave of absence for pregnancy disability or parental leave, your bonus will not be prorated. Per our employee handbook: Leave of Absence. Unless otherwise prohibited by applicable law, Eligible Earnings will be calculated on a daily pro-rata basis to account for any approved unpaid leave taken within the Plan Period.

If you are out on leave for pregnancy disability and/or parental leave, per our handbook: Eligible Earnings for Participants on approved pregnancy disability and/or parental leave will not be prorated during the period of time the employee was on such approved leave, up to a maximum of 12 weeks total per pregnancy/child, provided the employee returns to work at the end of their leave and meets all the other conditions for eligibility set forth. This means it would not be prorated up to 12 weeks per pregnancy/child, any additional time past 12 weeks



would be prorated for the bonus. This is a total of 12 weeks and does not only apply to 12 weeks at one time.

Q: Will my equity vesting be impacted?

A: No, your equity will continue to vest as if you are an active employee for the time you are out.

Q: What if I get a promotion/raise while out on leave?

A: If you are on any type of paid leave of absence, your rate of pay will be based on the salary/hourly rate as of the day before the first date of your leave. If you receive an increase in pay during your leave, the leave pay will not change. The increase would apply once you have returned from leave to your regular pay through payroll.

Q: What if I'm on leave during a bonus payout cycle?

A: If you are on leave during a bonus payout cycle, you will still be paid any bonus you are eligible for through payroll.

Q: Do commissions count as comp for a leave of absence ?

A: Earnings will include commissions received from you averaged over the lesser of:

(1) the number of weeks worked; or

(2) the fifty-two (52) weeks

Benefits for You & Your Family

Q: How long can an employee continue active benefits enrollment while on leave?

A: You may continue active SoFi benefits up to 6 months from the start date of your leave of absence as long as you continue to pay your premiums for the enrolled plans. Payments are due within 30 days of your leave start date and a 15 day grace period will be granted for late payments. If payments are not received within 45 days, benefits coverage will be terminated back to the last date paid and can be reinstated upon your return to work.



Q: How long do I have to add my baby to my benefits?

A: You have **30 days** from the event date, to add the bay to your benefits. You must complete a qualifying life event in Workday to make the changes **and** submit the proof of the event. Both must be completed within 30 days. You can find step by step instructions for the event in the **Birth, Adoption, or Placement of Adoption** how- to guide. **Tip:** Double check your WorkDay login and password before going out on leave. People Operations can assist if needed – contact them at hr@sofi.org.

Leave Entitlements & Denials

Q: I don't think I'm eligible for any type of leave. What should I do?

A: If you need leave, but you're not sure what you could be eligible for, please reach out to the Benefits team at hrleaves@sofi.org. We can help review your situation and help you determine what kind of leave might be right for you. If there are no leave programs available to you, we may refer you to your manager and People Business Partner to connect on a possible unpaid personal leave.

Q: What happens when my FMLA entitlement exhausts?

A: If your FMLA entitlement exhausts and you need additional continuous or intermittent leave for your own medical condition, additional leave may be reviewed as an accommodation under the Americans with Disabilities Act (ADA). This is something Matrix will set up for you once your FMLA entitlement exhausts.

If your FMLA entitlement has exhausted, and you need more leave to care for a family member's medical condition, you will need to return to work. If there is no other leave type available, you may be able to request a personal unpaid leave of absence through your manager and People Business Partner (PBP).

Q: Can my leave be denied? If so, what happens?

A: There are various reasons your leave may be denied, including: Failure to provide medical documentation in a timely manner, not providing 30 days notice for foreseeable leaves, ineligible for FMLA or other leave programs, etc. It is very important that you stay in contact



with your Matrix claim manager so your leave is not denied due to missing documentation/lack of response.

If your leave is denied, you will receive a written response from Matrix with the denial reason. If the leave is due to your own medical condition, your leave may be reviewed as an accommodation under the Americans with Disabilities Act (ADA), which is something Matrix will set up for you after you receive your denial letter.

If your leave is denied and there are no other leave programs applicable, or if you do not provide any additional information to Matrix, your leave denial will be shared with your manager and your People Business Partner for further review and action.

Returning from Leave

Q: What happens if I do not return from leave?

A: An employee who fails to return from leave will be required to repay insurance premiums paid by the Company during leave. If you need to resign during your leave of absence, please contact your People Business Partner.

Q: What happens if I need work restrictions or accommodations when I return to work?

A: Restrictions and accommodations based on a medical need can be reviewed for when you return back to work. Depending on the circumstance, you may work with Matrix or the internal Benefits team. Please reach out to hrleaves@sofi.org and we can assist with the next steps.

If you have restrictions or need accommodation for reasons outside of a medical need (Ex: Daycare issues) you will need to reach out to your manager and PBP to determine if the business is able to accommodate the request.

Your Leave & Paid Time Off

Q: Can I use vacation time while on leave of absence?

If you are an exempt employee, it is against SoFi policy to use flexible vacation time at any time during a leave of absence or to extend a leave of absence. Please see the Handbook for more information.



If you are a non-exempt employee and on an unpaid leave of absence, you must use accrued sick/vacation time. Use of vacation and/or sick leave is optional, not required, for non-exempt employees, during periods when you are receiving any kind of income replacement benefits while on a leave of absence. Please see the Handbook for more information.

Q: How can I make changes to the week of sick time I entered into ADP once I'm on leave?

A: You may be able to login to ADP and make changes to the sick time once you have gone on leave. If you cannot access ADP, you can reach out to askpayroll@sofi.org and request the update. You will need to provide them the exact date and hours per date you would like applied.

Starting Leave as a New Parent

Q: I am not exactly sure when my baby will be born. What do I enter as my first day of leave with Matrix?

A: We know babies don't always come on their due date. Please use the expected due date to file the leave of absence. If the date changes, you can update the date with Matrix when the baby actually arrives.

Q: Can I start my leave before my baby is born?

A: Paid Parental Leave for non-birthing parents cannot be used prior to the birth or adoption of the child. If you are a birthing parent and need to start your leave prior to giving birth for a medical reason, you may be able to start your leave early if medically certified by your provider. SoFi complies with all state laws that may allow birthing parents to start their leave prior to giving birth.